

# AN EMPIRICAL STUDY OF WORKPLACE BULLYING IN HEALTH SECTOR IN INDIA: A DIAGNOSTIC GENDER-SPECIFIC ANALYSIS

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**Abstract** *Workplace bullying is a global phenomenon, not restricted to a region, sector, society or country, having endless ramifications on organizational culture and environment at macro level. Not only this, it affects the employees at micro level too by having significant impact on their performance, competence, motivation, and retention. In the backdrop of these widely prevalent concerns, the objectives of the current research are focused to determine the pervasiveness of workplace bullying among nurses and to find the factors influencing different forms of bullying. Besides these, one more dimension pertaining to gender association has been explored. The major research objectives of the current paper are to identify various forms of the workplace bullying behaviour experienced by nurses (targets) and based on that to develop theoretical models on Workplace Bullying Behaviour (WPBB). Also, the impact of gender on workforce bullying has been analyzed.*

**Design/ Methodology/ Approach:** *The aim is to explore the prevalence and forms of bullying in health Sector in India. Psychosomatic model of workplace bullying has been used as the research model and accordingly various factors affecting the workplace bullying in Nurses in India in healthcare organisations have been defined. The study is based on primary data collected from the nurses from healthcare organisations in and around the National Capital Region of New Delhi. The questionnaire used for the sample survey is based on psychosomatic model of workplace bullying. Data analysis was done using SPSS software. The statistical analysis method employed was Factor analysis. .*

**Findings:** *As bullying is one of the troublesome issues of employees in health organizations in India, it is important for the organisation to understand the different forms affecting the extent of bullying of employees. There were highly differentiated behavioural forms of bullying amongst males and females observed based on which theoretical models on Workplace Bullying Behaviour (WPBB) have been developed. The gender-specific disparity in the behaviour demands particular HR strategies for advanced effectiveness specifically in health organizations as per the current research, but the findings are generic in nature and can be applied to all types of organizations.*

**Keywords:** *Psychosomatic Model, Health Organization, Workforce Bullying, Workplace Bullying Behaviour (WPBB)*

## INTRODUCTION

Bullying and organizational incivility are few of the most troublesome issues impacting performance, morale, and retention of the employees in the organizations. The term workplace bullying comprises of allegation, insolence, terrify, malevolence, insult which give rise to frustration, menace, hatred, deterioration of self-confidence and finally stress in staff (Lee, 2000: 121). Although the influential role of bullying in inducing stress, it has been hardly considered. Stress, depression, distemper, annoyance, furiousness, and committing a suicide are some of the mental effects of the bullying. In the past few decades, there has been growing evidence of the venomous outcomes of bullying. Workplace bullying has devastating physical and psychological effects on employees. It also has negative effects on organizations too (Hood, 2004). It has been shown to be associated with low productivity, multiple stress, and psychosomatic symptoms (Brodsky, 1976; Einarsen, Raknes and Matthiesen, 1994;

Mikkelsen and Einarsen, 2002), as well as psychobiological consequences. It is thus clear that bullying affects the physical and mental health of the victim, but it may also simply costs for the organization, as a result of factors such as absenteeism, staff conflict, rapid turnover of personnel, and staff losses in general (Leymann, 1996; Rayner, 1997; Sheehan, McCarthy, Barker and Henderson, 2001).

Socio-demographic factors, such as gender, age, level of hierarchy, and work experience, may also have an effect, though research to date has yielded inconsistent results for the socio-demographic factors studied.

This research aims to investigate the factors to determine whether there are differences in the experiences of workplace bullying forms. More precisely, the study aims to explore the prevalence and forms of bullying and the role of gender on bullying.

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## LITERATURE REVIEW

### Theoretical Framework for Workplace Bullying

The psychologist Heinz Leymann (1996) first identified workplace bullying in the 1980s. Leymann (1996, p. 165) described workplace bullying as conflict that lasts for a long period, occurs regularly, and where the victims are not able to defend themselves because of the unequal distribution of power between the victims and the perpetrators, and called bullying mobbing others at work. Bullying is: "Repeated events and practices that are aimed at to one or more workers, which are all unwanted by the victim, which may be done purposely or unconsciously, but clearly cause humiliation, offence, and distress, and that may interfere with job performance and/or cause an unpleasant working environment." (Rothmann and Rothmann, 2006, p. 14)

Workplace bullying manifests in a wide variety of behaviours. They include mainly- public humiliation and criticism, verbal abuse, social exclusion, intimidation, inaccurate accusations, spreading rumours, ignoring people for long periods, undermining victims' professional status (Einarsen, Hoel and Notelaers, 2009; Escartin, Rodriguez-Carballeira, Zapf, Porrúa and Martin-Peña, 2009).

Research has shown that bullying affects people all over the world and causes intentions to leave the profession. It causes physical effects like sleep and eating disorders and psychological effects like anxiety, depression and lowered self-esteem. (Mikkelsen and Einarsen, 2001; Vessey, Demarco, Gaffney and Budin, 2009).

The current research focuses exclusively on the experiences of bullying amongst nurses in the health organizations.

### Workplace Bullying and Impact of Gender

Demographic characteristics such as gender, age, work experience, designation etc have all been used to explain why certain employees are more likely to become bullies or victims of bullying. Gender as one of the demographic factors plays a significant role in the exposure of employees to bullying behaviours (Adewumi et al., 2008).

There is a strong relationship between gender and experiences of bullying (Grainger and Fitzner, 2007; Quine, 2002). Eriksen and Einarsen (2004) and Salin (2003) have reported that underrepresented sex seems to be at a higher risk of being bullied at the work. In a female-dominated work environment, male workers are at a higher risk. Eriksen and Einarsen (2004) reported that male nurses in a female-dominated health service sector are at a higher risk of being bullied, where as female, in a male-dominated

profession or organisation have also reported an abnormally high victimisation rates (Leymann, 1996). Salin's (2003) study on the Finnish professionals showed that women have a higher exposure to bullying and only the women reported being bullied by their subordinates.

Most of the large scale studies have reported fairly equal rates among men and women, however, a closer look at the relationship between men and women reveals more complex pattern. Fajana et al. (2010), state that women are more verbally abused, exposed to administrative bullying and more socially excluded than men. The verbal abuse experienced according to Mikkelsen and Einarsen (2001) and Rayner et al., (2003) is a type of overt bullying that can come in the forms of insults, excessive teasing, gossips, slander, and malicious rumours being spread about a person. These findings are similar to that of Adewumi (2008) and Hoel and Cooper (2003) who argued that women are more exposed to verbal abuse than men. This is based on the premise that men in most cases are likely to defend themselves against any form of verbal attack than women. While in the case of administrative bullying, the findings revealed that women are more exposed to it than men.

Researchers agree that men and women experience different types of bullying. Men tend to suffer Devaluation and women, especially in the nursing profession, experience verbal abuse and social isolation (Farrell et al., 2006). Women and men experience workplace bullying differently because of different interpersonal styles and the male-dominated work environment (Rayner and Cooper, 1997).

### Need of the Study

Since it has been found from the literature review that there were strong association between bullying and gender, and health sector is not an exception to it. In India there is a noticeable growth in health sector. As there is no such study specifically focus on this, That's why this research has been undertaken to study the workplace bullying in health sector in India.

### Gap in Literature

From the literature review following gaps has been identified:-

1. There is no study about the various workplace bullying behaviour experienced by nurses.
2. Also there is no theoretical model on Workplace Bullying Behaviour (WPBB)
3. No researcher has compared the impact of gender on workforce bullying.

## RESEARCH OBJECTIVES

The objectives of this research are focused to determine the prevalence of workplace bullying among nurses and to find the factors impacting different forms of bullying. Besides these, one more dimension pertaining to gender association has been explored. An effort has been made to see whether there are differences in the experiences of bullying of male or female nurses. In the backdrop of the same, the following are the research objectives of the current paper:

1. To identify various forms of the workplace bullying behaviour experienced by nurses (targets)
2. To develop theoretical models on Workplace Bullying Behaviour (WPBB)
3. To analyze the comparative impact of gender on workforce bullying

## Research Questions

1. What are the various forms of workplace bullying experience by nurses?
2. What theoretical model can be developed to study WPBB?
3. Is there any difference in the impact of bullying on different gender?

## RESEARCH METHODOLOGY

### Research Model

Psychosomatic model of workplace bullying has been adopted as the research model base in the current research paper and accordingly various factors affecting the workplace bullying with special reference to nurses in healthcare organisations have been defined.

### Research Design

This study involves Exploratory research involving gathering of preliminary information that helped in identification of the various behavioural forms of workplace bullying with special reference to nurses in healthcare organisations.

### Data Collection Instrument

- The data for the study were gathered through an undisguised questionnaire during the period November 2012- January 2013. It was pretested several times among various sample units in order to verify face validity of the items.
- For this study, a pilot survey was also conducted in the areas of Delhi & NCR region to explore all the factors

which can be contributing directly or indirectly towards workplace bullying in healthcare organisations.

- Based on this pilot survey and pretests, a highly structured, close-ended questionnaire was formulated on a Likert scale. The questionnaire contained few open-ended questions to gather the views of the respondents towards factors contributing to workplace bullying and impact of it on personal and organizational performance. (Refer Annexure 1). The primary data were collected by personally contacting the respondents from these areas.
- Demographic Profile of respondents: The respondents are the nurses (male or female) in the age group ranging 20-50 years in Delhi NCR region.
- The questionnaire used for the sample survey was a structured and undisguised questionnaire and consisted of two major sections (Annexure 1). The questionnaire has been based on psychosomatic model of workplace bullying. The first section intended to capture the demographic profile of the respondent, the second section focuses on the factors affecting the various behavioural forms of workplace bullying with special reference to nurses in healthcare organisations. The different statements were generated based on literature review as well as research model in an iterative manner. It could be therefore said that the itemized scale in this case actually asks the respondents to rank their expectations in a decreasing order of importance.
- Data analysis was done using SPSS software. The statistical analysis method employed is Factor Analysis to identify the factors affecting behavioural forms of workplace bullying.

### Sampling Design

Simple Random Sampling without Replacement (SRSWOR) was selected for the current research.

- **Sampling Unit** - The sampling unit is the nurse (male or female) in the age group ranging 20-50 years in Delhi NCR region.
- **Sample Size** - Primary data was collected with a sample size of 122 respondents from healthcare organisations in and around the National Capital Region of New Delhi. The choice of this geographical area has been done with this assumption that Delhi being the capital city of India may be a suitable representative of workplace bullying.

## THE DEMOGRAPHIC PROFILE OF THE RESPONDENTS SURVEYED

The demographic profile of respondents is summarized below:

**Table 1: An overview of Respondents Demographic Profile**

	Frequency	Percent	Cumulative Percent
Gender			
Male	60	49.2	49.2
Female	62	50.8	100.0
Age			
20-30 yrs	89	73.0	73.0
30-40 yrs	22	18.0	91.0
40-50 yrs	11	9.0	100.0
Work Experience			
Below 3 years	67	54.9	54.9
3-10 years	53	43.4	98.4
10-20 years	2	1.6	100.0
Designation			
Junior	39	32.0	32.0
Middle	71	58.2	90.2
Senior	12	9.8	100.0

**Table 2: Mean and SD**

	Gender	Mean	Std. Deviation
face continuous, unjustified criticism of your work	male	3.00	1.289
	female	2.79	1.203
Been given unreasonable workloads or deadlines... more than others	male	2.80	1.312
	female	2.68	1.142
Had others fail to give you information that you really needed?	male	2.48	.948
	female	2.47	1.082
Been denied a raise or promotion without being given a valid reason?	male	2.93	1.233
	female	2.94	1.253
Are you taunted where the intention is to embarrass and humiliate?	male	2.58	1.139
	female	2.97	1.280
Been target of rumours or gossip?	male	2.30	1.169
	female	2.65	1.118
Removal from areas of responsibility without your consultation?	male	2.32	1.127
	female	2.66	1.200
Been excluded from work-related social gatherings?	male	2.30	1.139
	female	2.32	1.128
Do you feel that there is any excessive monitoring of your work?	male	2.67	1.271
	female	2.52	1.238
Had others always arrived late for the meetings that you called?	male	2.28	1.223
	female	2.31	1.168
Are you under pressure to produce work?	male	2.70	1.293
	female	2.84	1.345
Been subjected to negative comments about your intelligence or competence	male	2.62	1.091
	female	2.52	1.156
Been given little or no feedback about your performance?	male	3.12	1.195
	female	2.79	1.103
Had others refuse your request for assistance?	male	2.55	1.126
	female	2.82	1.325

Had not been given the praise for which you felt entitled?	male	2.90	1.115
	female	3.03	1.241
Been yelled at or shouted at in an disapproving manner?	male	2.80	1.070
	female	2.90	1.169
Been treated in a rude or disrespectful manner?	male	2.62	1.151
	female	2.92	1.205
Been assigned to work tasks that are well below the qualification of yours?	male	2.78	1.277
	female	2.73	1.133
Are there any offensive remarks with regard to native place/ race?	male	2.60	1.224
	female	2.74	1.214
Did you ever felt that you were ignored when you approached seniors?	male	2.58	1.266
	female	2.58	1.153

- Gender-wise, 49.2 % of the respondents were male, and 50.8 % were female.
- Age-wise, 73% of the respondents were between 20-30 years.
- 54.9% of the respondents had less than three years of work experience and 43.4% of the respondents had three to ten years of work experience.
- There were 58% from middle and 32% from junior levels.

## DATA ANALYSIS AND FINDINGS

### Factor Analysis

#### Factor Analysis of the Factors Affecting Workplace Bullying (for total Sample-Male and Female):

Factor analysis was performed to identify the key dimensions affecting bullying. Strength of relationship among variables is strong. It presents good idea to proceed for factor analysis of the data. Factor analysis with principal component by varimax rotation, that was performed to find out the factor structure, revealed 7 factors. The seven factors explained 62.882 % of the total variance. Kaiser-Meyer-Olkin Measure of Sampling result was .750 (>.70) and significance level was  $p = .00 (<.05)$ , Bartlett’s Test of Sphericity value was found 573.393 (df= 190). Hence, the result was acceptable. All factors’ factor names, factor loadings, and variance values can be seen in Table 4 and the reliability of the sub-scales of bullying are given in Table 4. The reliability of the overall data is acceptable (.814) (See Table 3)

**Table 3: Reliability statistics**

Cronbach’s Alpha	N of Items
0.814	20

Rotated Component Matrix has been generated using Varimax with Kaiser Normalization procedure. All 20 variables along with the 7 extracted factors are given in Table 4.

7 factors found are as: 1) Verbal Assault and Exclusion, 2) Workload Intensification 3) Social Isolation 4) Undermining 5) Group Mobbing 6) Bad Mouthing 7) Mental Harassment. Based on these factors, a theoretical model has been developed for the total sample as shown in Figure 1.

#### Factor Analysis of the Factors Affecting Workplace Bullying (Separately for Female Respondents)

Similarly, factor analysis was conducted separately for female respondents, Matrix has been shown in Table 6. The seven factors explained 68.646% of the total variance and significance level was  $p = .00 (<.05)$ , Bartlett’s Test of Sphericity value was found 394.383 (df= 190). Hence, the result was acceptable. All factors’ factor names, factor loadings, and variance values can be seen in Table 6. The reliability of the data is acceptable (.828) (see Table 5).

Seven factors have been extracted shown in Table 6.

7 factors found are as: 1) Social Isolation, 2) Intimidation 3) Denunciation 4) Disapproval 5) Under cooperation 6) Overburdened 7) Mental Harassment. Based on these factors, a theoretical model has been developed for the females as shown in Figure 2.

**Table 5: Reliability Statistics (Females)**

Cronbach’s Alpha	N of Items
.828	20

Table 4: Factor Matrix – Total Sample (Both males and females)

Variable	Statements	Component							Cronbach Alpha
		1	2	3	4	5	6	7	
V1	Verbal Assault and Exclusion Do you feel that there is any excessive monitoring of your work? Are there any offensive remarks with regard to native place/ race? Been excluded from work-related social gatherings? Been target of rumours or gossip?	.727							0.713
V2		.646							
V3		.579							
V4		.562							
V5	Did you ever felt that you were ignored when you approached seniors? Been treated in a rude or disrespectful manner? face continuous, unjustified criticism of your work? Been denied a raise or promotion without being given a valid reason? Been given unreasonable workloads or deadlines...more than others?	.542						0.676	
V6		.511							
V7		.764							
V8		.736							
V9	Workload Intensification Had others fail to give you information that you really needed? Removal from areas of responsibility without your consultation? Been subjected to negative comments about your intelligence or competence?	.701						0.585	
V10		.758							
V11		.586							
V12		.545							
V13	Social Isolation Had others always arrived late for the meetings that you called? Been assigned to work tasks that are well below the qualification of yours? Are you under pressure to produce work?		.692					0.576	
V14			.654						
V15			.466						
V16			.731						
V17	Undermining Had others refuse your request for assistance? Been given little or no feedback about your performance?		.705					0.511	
V18			.522	.441					
V19	Group Mobbing Had not been given the praise for which you felt entitled? Been yelled at or shouted at in an disapproving manner?						.766	0.814 ( internal consistency alpha)	
V20							.852		0.814 ( internal consistency alpha)

Extraction Method: Principal Component Analysis.  
 Rotation Method: Varimax with Kaiser Normalization.  
 Rotation converged in 20 iterations.

Figure 1: Behavioural Forms of Workplace Bullying- A Theoretical Model (Combined for males and females)

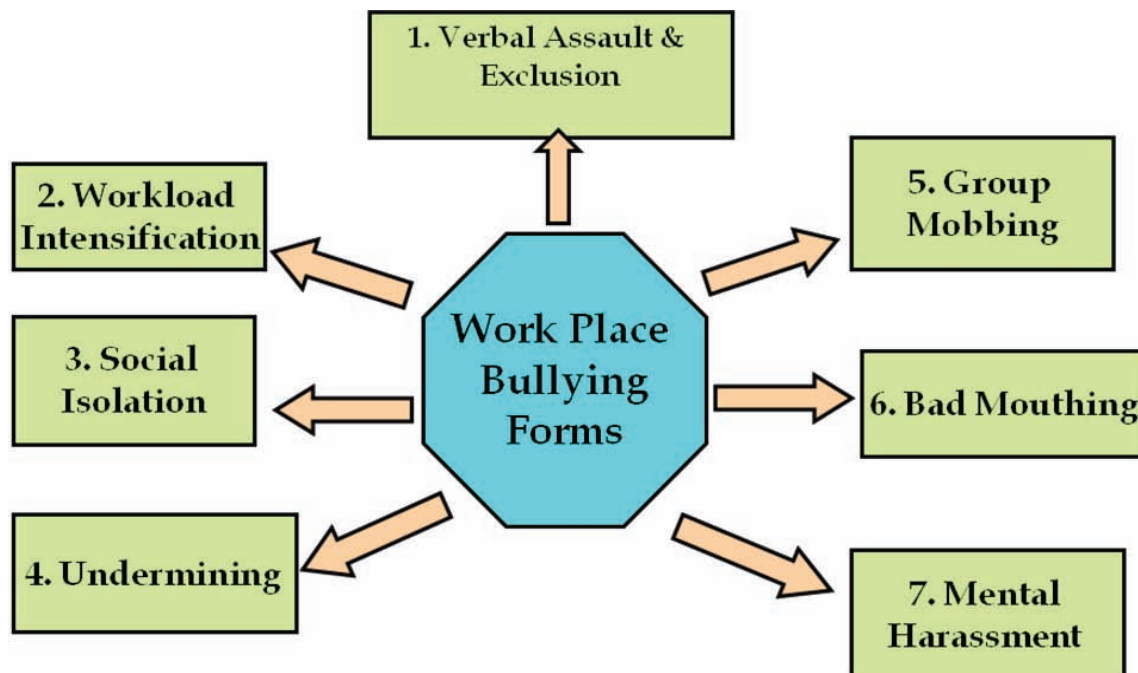
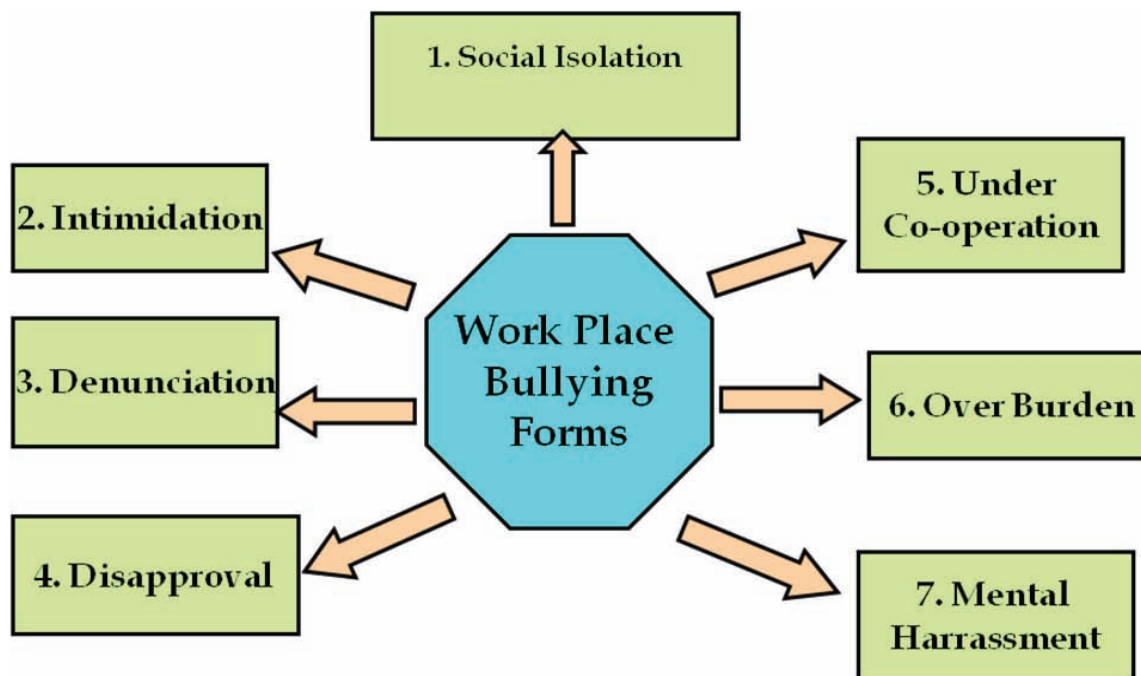


Figure 2: Behavioural Forms of Workplace Bullying- A Theoretical Model (for females)



**Factor Analysis of the Factors Affecting Workplace Bullying (Separately for Male Respondents)**

The seven factors explained 68.136% of the total variance. Kaiser-Meyer-Olkin Measure of Sampling result was 0.642

and significance level was  $p = .00 (<.05)$ , Bartlett's Test of Sphericity value was found 369.230 (df= 190), so the result was acceptable. All factors' factor loadings and variance values can be seen in Table 8. The reliability of the overall data is acceptable (.828) (see Table 7). Seven factors have been extracted as shown in Table 8.

**Table 6: Factor Matrix (Females)**

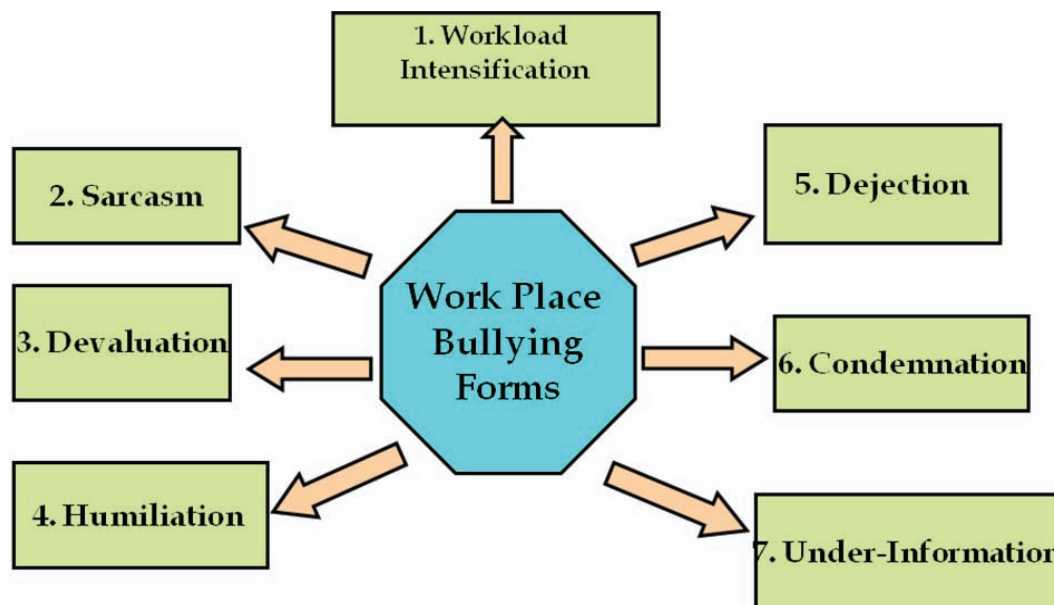
Variable	Factor Name	Statement	Rotated Component Matrix- Females							Cronbach Alpha
			1	2	3	4	5	6	7	
V1		Removal from areas of responsibility without your consultation?	.770							
V2		Been excluded from work-related social gatherings?	.674							
V3		Been target of rumours or gossip?	.625							
V4		Had others fail to give you information that you really needed?	.565			.514				
V5	Social Isolation	Been subjected to negative comments about your intelligence or competence?	.448		.404					0.742
V6		face continuous, unjustified criticism of your work?		.793						
V7		Been denied a raise or promotion without being given a valid reason?		.703						0.698
V8		Been treated in a rude or disrespectful manner?		.548						
V9		Been given little or no feedback about your performance?		.531		.447				
V10	Intimidation	Been given unreasonable workloads or deadlines... more than others?	.427	.500		-.475				0.643
V11		Do you feel that there is any excessive monitoring of your work?			.753					
V12		Are there any offensive remarks with regard to native place/ race?			.741					
V13	Denunciation	Did you ever felt that you were ignored when you approached seniors?			.707					0.653
V14		Been yelled at or shouted at in an disapproving manner?				.805				
V15	Disapproval	Been assigned to work tasks that are well below the qualification of yours?				.540				0.533
V16		Had others refuse your request for assistance?					.721			
V17	Under cooperation	Had not been given the praise for which you felt entitled?				.466	.533			0.440
V18		Had others always arrived late for the meetings that you called?						.878		
V19	Over burdened	Are you under pressure to produce work?						.574		0.596
V20	Mental Harassment	Are you taunted where the intention is to embarrass and humiliate?							.852	0.828 ( internal consistency alpha)

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 21 iterations.

**Figure 3: Behavioural Forms of Workplace Bullying- A Theoretical Model (for males)**



**Table 7: Reliability Statistics (Males)**

Cronbach's Alpha	N of Items
.799	20

7 factors found are as: 1) Workload Intensification 2) Sarcasm 3) Devaluation 4) Humiliation 5) Dejection 6) Condemnation 7) Under-information. Based on these factors, a theoretical model has been developed for the males as shown in Figure 3.

### CONCLUSIONS

Based on Factor Analyses and Theoretical Behavioural Models, very interesting findings and conclusions have been observed, indicating highly differentiated behavioural forms of bullying amongst males and females. Moreover, the bullying forms observed in case of the combined sample were also characteristically different, as shown in Table 9. Besides these, the relative rankings of these bullying forms in three instances were entirely different, indicating strongly the differences in workplace bullying behaviour based on gender. It established the fact that males and females react and behave differently with respect to workplace bullying. While amongst males, Devaluation ranked highest; it was Social Isolation for females and Verbal Assault and Exclusion figured as number one rank for combined sample.

### HR IMPLICATIONS OF THE RESEARCH

The gender-specific differential behaviour, as evident from Table 9 demands different HR strategies by HR professionals

for higher efficiency and performance in health organisations. Moreover, timely resolution of the issues pertaining to bullying will be critical to maintain harmony and conduciveness of the work environment, which subsequently can contribute towards lesser attrition rate among the employees.

Quick settlement and prevention of workplace bullying can be a significant contributor towards employee retention, involvement and motivation. HR professionals will have to realize that employee engagement and commitment will be directly proportional to lesser workplace bullying instances.

### FUTURE SCOPE

The area of workplace bullying is so expansive, vast, and omnipresent that there is no end to the research dimensions associated with this. The same research can be extended to explore new degrees and levels of workforce bullying behaviour. We may analyze the workplace factors contributing to bullying and their impact on performance levels of the victims of bullying in health organisations. In the current research, the impact of gender only has been explored and we may even go further to investigate the impact of other demographic variables like age, hierarchy and work experience on workplace bullying forms.

A further study can also be done to find whether workforce bullying is always impact the performance outcome of the employee. It can be further extended to find the extent to which bullying affects the performance of the employee.

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**Table 8: Rotated Component Matrix – Males**

Variable	Factor Name	Statements	Component							Cronbach Alpha
			1	2	3	4	5	6	7	
V <sub>1</sub>	Workload Intensification	face continuous, unjustified criticism of your work?	.803							0.684
V <sub>2</sub>		Been given unreasonable workloads or deadlines...more than others?	.786							
V <sub>3</sub>		Been denied a raise or promotion without being given a valid reason?	.620				.478			
V <sub>4</sub>	Sarcasm	Had others always arrived late for the meetings that you called?		.779						0.666
V <sub>5</sub>		Been subjected to negative comments about your intelligence or competence?		.644						
V <sub>6</sub>		Are you under pressure to produce work?		.614						
V <sub>7</sub>	Devaluation	Did you ever felt that you were ignored when you approached seniors?			.743					0.650
V <sub>8</sub>		Been excluded from work-related social gatherings?			.661					
V <sub>9</sub>		Been assigned to work tasks that are well below the qualification of yours?		.563	.599					
V <sub>10</sub>		Are you taunted where the intention is to embarrass and humiliate?		-.446	.495					
V <sub>11</sub>	Humiliation	Been yelled at or shouted at in an disapproving manner?				.810				0.738
V <sub>12</sub>		Do you feel that there is any excessive monitoring of your work?				.741				
V <sub>13</sub>		Been treated in a rude or disrespectful manner?				.731				
V <sub>14</sub>	Dejection	Removal from areas of responsibility without your consultation?				.676				0.499
V <sub>15</sub>		Been target of rumours or gossip?				.627				
V <sub>16</sub>		Had not been given the praise for which you felt entitled?				.535				
V <sub>17</sub>	Condemnation	Had others refuse your request for assistance?					.896			0.581
V <sub>18</sub>		Been given little or no feedback about your performance?					.580	-.428		
V <sub>19</sub>		Are there any offensive remarks with regard to native place/ race?					.553			
V <sub>20</sub>	Under-information	Had others fail to give you information that you really needed?						.868	0.799(internal consistency alpha)	

Extraction Method: Principal Component Analysis.  
 Rotation Method: Varimax with Kaiser Normalization.  
 a. Rotation converged in 8 iterations.

**Table 9: Comparative Analysis**

Ranking of Factors Based on Their Loadings	Common (Males and Females)	Females	Males
1.	Verbal Assault and Exclusion	Social Isolation	Devaluation
2.	Workload Intensification	Intimidation	Humiliation
3.	Group Mobbing	Denunciation	Workload Intensification
4.	Social Isolation	Over-burden	Sarcasm
5.	Undermining	Disapproval	Condemnation
6.	Mental Harassment	Under Co-operation	Dejection
7.	Bad Mouthing	Mental Harassment	Under-information

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# ANNEXURE I QUESTIONNAIRE

Name -----

Department -----

1. Age 20-30 ----- 30-40 ----- 40-50 ----- Above 50 -----
2. Gender male ----- female-----
3. Work experience
  - a. Below 3 years
  - b. 3-10 years
  - c. 11-20 years
  - d. Above 20 years
4. Number of working hours
  - a. 7-8 hours
  - b. 9-10 hours
  - d. West india

- c. Above 10 hours
5. Do you take your job as
  - a. A genuine interest?
  - b. A mean to an end?
  - c. A bit of both?
6. What is your designation?
  - a. Senior nurse
  - b. Middle level nurse
  - c. Junior nurse
7. Region to which you belong
  - a. North india
  - b. South india
  - c. East india

**Please read the following statements and give any one of the scores mentioned below:**

1. Never 2. Seldom 3. Sometimes 4. Often 5. Always

Statement	Never	Seldom	Sometimes	Often	Always
Face continuous, unjustified criticism of your work?					
Been given unreasonable workloads or deadlines...more than others?					
Had others fail to give you information that you really needed?					
Been denied a raise or promotion without being given a valid reason?					
Are you taunted where the intention is to embarrass and humiliate?					
Been target of rumours or gossip?					
Removal from areas of responsibility without your consultation?					
Been excluded from work-related social gatherings?					
Do you feel that there is any excessive monitoring of your work?					
Had others always arrived late for the meetings that you called?					
Are you under pressure to produce work?					
Been subjected to negative comments about your intelligence or competence?					
Been given little or no feedback about your performance?					
Had others refuse your request for assistance?					
Had not been given the praise for which you felt entitled?					
Been yelled at or shouted at in an disapproving manner?					
Been treated in a rude or disrespectful manner?					
Been assigned to work tasks that are well below the qualification of yours?					
Are there any offensive remarks with regard to native place/ race?					
Did you ever felt that you were ignored when you approached seniors?					

One word I had used to describe the emotional environment at work is .....